SIEBEL CRM ONLINE TRAINING

SIEBEL CRM COURSE CONTENT

FOUNDATIONS

Introducing Siebel Applications

Implementing Siebel Applications

Using the Siebel Client

Working with Data in the User Interface

ARCHITECTURE AND INSTALLATION

Exploring the Siebel Architecture

How Clients Access Seibel Data

Installing Siebel software

Introducing Server Administration

Server configuration and Management

SECURITY

Securing Siebel Implementations

Controlling Access to views

Controlling Access to Customer Data

Creating the Company Structure

Controlling Access to Master Data

Authenticating Users

EXPLORING SIEBEL APPLICATIONS

Understanding object Definitions behind a Siebel Applications

Understanding Siebel Tools to Examine Object Definitions

Understanding the Siebel Data Model

Understanding Business Components

Understanding Party Business Components

Understanding Business Objects

CONFIGURATION

The Configuration Process

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Managing Object Definitions

Editing and Compiling Object Definitions

Understanding the Physical User Interface

Configuring Applets

Configuring Applications, Screens and Views

Configuring Drilldowns

Configuring Business Components and Fields

Creating business Components and Fields

Configuring Pick Lists

Configuring Multi-Value groups

Extending the Seibel Database

Exploring Integration Strategies

ENTERPRISE INTEGRATION MANAGER

Exploring Integration Strategies

Introducing Enterpriser Integration Manager

Data Mapping

Invoking Enterprise Integration Manager

Enterprise Integration Manager Consideration

WORKFLOW MANAGER

Understanding Siebel Event models

Using Siebel State Model

Introducing Siebel Workflow

Deploying Workflow Processes

Invoking Workflow Processes

Understanding Interactive and Long-Running Flows

Assignments manager

Introducing Assignment Manager

Creating Sales Assignment Rules

Assignment Manager Configuration

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Deploying Assignment Manager

DEPLOYMENT

Performance Considerations

Migrating from Development to Test

Using Siebel Remote to Support Mobile clients

Administering Siebel Remote

ACTUATE REPORTS

Introduction about reports Architecture of report server

Simple reports

Master-child reports

Parameterized reports

E-SCRIPT

Browser script

Server script

Applet level

BC level

Application and Business services level

ROADMAP METHODOLOGY

Definition stage

Discovery stage

Design stage

Configure stage

Implement

Deploy stage

INTRODUCTION TO SIEBEL EAI

Introduction to Siebel EAI

INTRODUCTION TO SIEBEL TESTING

Introduction to Siebel Testing

CAREER GUIDANCE

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